EXHIBIT 11

RHODE ISLAND

In Rhode Island, competing carriers have the ability to offer service to 82% of Bell Atlantic's special access demand. They are providing special access services over approximately 14,000 fiber miles of new, state-of-the-art networks in conjunction with numerous facilities collocated in Bell Atlantic's central offices. Bell Atlantic has provided competitors with collocation in 7 central offices. In these central offices, competitors have established 9 physical or virtual nodes. They have also negotiated 38 interconnection agreements with Bell Atlantic with 25 approved by the state regulatory agencies. Below is an overview of some of the competitors offering service in the state and maps showing the competitive networks.

MCI Worldcom's Brooks Fiber has been providing service as a CAP in Providence since 1994. It signed an interconnection agreement with Bell Atlantic in 1997. Brooks has expanded into East Providence and Pawtucket and currently operates a Lucent 5ESS switch. Brooks currently operates a 78-mile network with a large customer base to which it can market new bundled products available from its merger with WorldCom and MCI.

Brooks has focused on large businesses in Providence as it has throughout its territories. It claims to have over 1,000 business customers in the Providence area as of the second quarter of 1998. It offers high capacity special access services over it's own fiber optic, fully redundant SONET network. In addition Brooks offers basic business lines, PBX trunks, and ISDN services. Long Distance services are also available in conjunction with local service.

AT&T/TCG began operations in Providence in 1995 as a CAP. TCG offers service to business customers in Woonsocket, Pawtucket, Providence, East Providence, North Providence, Cranston, Warwick, West Warwick, Lincoln, Cumberland and

1

Smithfield and North Smithfield. The network has over 200 route miles with 4,810 fiber miles.

Presently TCG does not have a local switch in Providence. TCG is back hauling local traffic through the Northeast corridor to switches located in Boston and Marlboro Massachusetts, and Hartford Connecticut. TCG has installed Lucent Technologies 5ESS switches in each city. Expansion plans for Providence include the installation of a separate switch to serve Providence customers. The Lucent 5ESS switch is scheduled to be operational by mid year 1999. TCG's use of a Lucent class five switch, enables it to route both local and long distance traffic entirely over it's own facilities. The long distance service will be bundled with TCG local, toll, and 800 service to give customers a total volume discount based on total spending on all service.

Competitive Networks

Providence

—— World/MFS AT&T/TCG	—— Hyperion Other	☐ Wire Center ┼┼┼ LATA	☐ Top 20 WC ▨ Coll WC
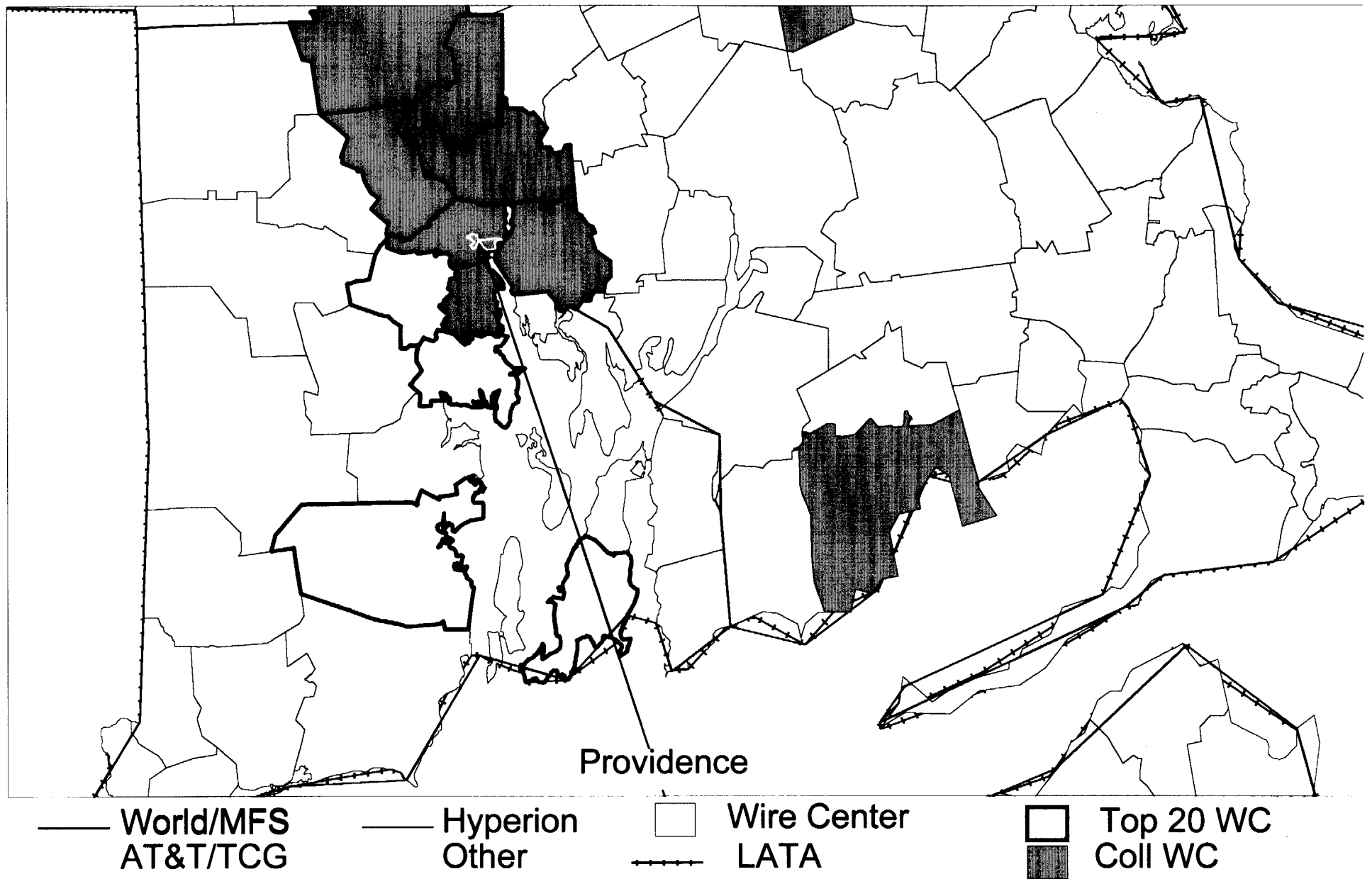
APPENDIX 1

Competitor Profile: AT&T/TCG

AT&T/TCG Overview

AT&T is the world's largest communications company with over $50 billion in annual revenues. The company provides private line data, voice, online, and satellite communications nationwide and to more than 200 direct-dial countries. AT&T serves more than 90 million customers.[1] AT&T is both Bell Atlantic's largest special access customer and its largest competitor. Its strategy, as displayed in its 1997 Annual Report, is to "Build shareowner value by providing universal communications services that put our customers in touch with the people or information they need, whenever they want, wherever they are, in the form most useful to them, and at a competitive price".[2] As a result, it has increased its ability not only to compete for special access customers, but to self-supply its own needs.

AT&T has taken several steps to fulfill this strategy, including steps to enter local telephone service. In addition to reselling ILEC local services or using ILEC unbundled services, AT&T has expanded its use of DigitalLink to its business customers to capture portions of the local market, and in July 1998, AT&T acquired Teleport Communications (TCG), the largest CLEC, and one of the most experienced Competitive Access Providers in the U.S., for about $11.3 billion in stock. The merged company has a long history of providing special access and private line services. With TCG's fiber-optic networks, AT&T will be able to offer the most technologically advanced special access, private line data, voice, video, Internet and other data services without relying on any ILEC facilities. AT&T has also announced its intention to purchase TCI, the largest cable TV operator in the U.S. AT&T plans to use TCI's network to provide voice telephony, Internet access and other advanced services, primarily to the residential market.

Prior to its acquisition by AT&T, Teleport had acquired Eastern Telelogic which provided special access services in the Philadelphia, Pa., Camden, N.J. and Wilmington, De. area. More recently, TCG acquired ACC Corporation in a transaction valued at about $1.1 billion. Through this acquisition, ACC operations in Albany, Buffalo, New York City and Syracuse in New York State; Springfield and Boston in Massachusetts, and an expansion is underway in Rochester, NY. ACC has six voice switches installed with two more planned, and at least 13,000 access lines in service.[3] ACC provides local and long distance services to businesses, including Centrex, intra-LATA toll, dedicated access and transport, switched access, local dial tone and paging services. ACC's local service customers include Bristol-Meyers Squibb, LeMoyne College, Bellevue Women's Hospital, Ithaca College, SUNY Albany, Tops Markets, Canisius College, and United Consumer Club. ACC has approximately 130 contracts with

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[1] 1997 Faulkner Information Services, *AT&T Company Profile.*
[2] 1997 AT&T Annual Report.
[3] New Paradigm Resources Group, *1998 Report on Local Telecommunications Competition.*

colleges and universities, of which about 100 are long-term agreements with terms that generally range from 3-to-10 years in length.[4]

AT&T, with TCG, becomes a fully integrated telecommunications company with a focus primarily on business customers. The merged companies, with a significant history of providing special access and private line services, will gain immediate nationwide access to customers in the $21 billion U.S. local business market.

TCG provides advanced fiber-optic networks to enable transmission of voice, video, Internet and data services. TCG brings significant network facilities to AT&T. At the end of 1997, TCG had 9,600 route miles of fiber, 41 local switches for voice, and another 40 data switches. With the ACC deal, TCG claims to have networks in 82 U.S. Metropolitan Statistical Areas (MSAs) and passes at least 13,500 buildings, with nearly 5,000 buildings on-net, and more than 300,000 access lines served.[5] Another 8 networks are under construction. TCG's capital expenditures in 1997 were $501 million.

Within Bell Atlantic's territory, TCG has approximately 2,540 route miles of fiber and 11 switches, operating fiber-optic networks in New York, northern and central New Jersey, Philadelphia, Pittsburgh, Washington, DC, Baltimore, Boston, and Providence. The scope of services provided by TCG include: private line, special access, local dial tone on TCG's Class 5 local exchange switches, switched services, intraLATA toll, and carrier switched access. TCG's focus is on the business and carrier markets.

Representative customers of TCG include ABC, ADP, American Airlines, American Express, American Stock Exchange, Banker's Trust, Bank of New York, Blue Cross/Blue Shield, First Boston, Chemical Bank, Chase Manhattan Bank, Citibank, Cornell Medical Center, Con Edison, Dean Witter, Delta Airlines, Dow Jones, EDS, Home Box Office, J. P Morgan, Lotus Development, Morgan Stanley, Merrrill Lynch, New York Times, CBS, The NY Stock Exchange, Prudential Securities, Lehman Brothers, Macy's and the Rockefeller Group.[6]

TCG considers itself a technological leader and recently announced deployment of its Advanced Intelligent Network platform, becoming a provider of local AIN services nationwide to offer businesses customized, intelligent network services. And, TCG operates and owns 100% of the 38ghz wireless carrier BizTel. BizTel owns spectrum in the 150 top US markets with plans to launch service in 85 markets. TCG also offers an Internet service through its TCG CERFnet subsidiary.

TCG markets its services particularly to large businesses and interexchange carriers, Internet Service Providers, shared tenant service companies, cable companies, and information-intensive businesses. TCG also has a supply agreement with Fore Systems for subscriber ATMs for LAN interconnection, and broadband backbone operations. They also support transparent LAN interconnection of Cisco and NetEdge products.

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[4] Quality Strategies, *CLEC Network Descriptions,* First Quarter 1998.
[5] 1997 Faulkner Information Services, AT&T Company Profile.
[6] Quality Strategies, *CLEC Network Descriptions,* First Quarter 1998.

Analysts' Reactions to AT&T/TCG Merger

The investor community reacted positively to the news of this merger as a good offensive strategic move for AT&T and a reflection of Michael Armstrong's decisiveness. Some reactions:

- This announcement is a major new piece of negative news for the RBOCs since their single largest customer, namely AT&T, now has acquired a company which has assets that over time will dramatically minimize AT&T's need to use RBOC networks."[7]
- [TCG] acquisition makes huge strategic and financial sense, better positioning [AT&T] for full service packaging, better customer retention and higher growth profile.[8]
- An exciting acquisition and a perfect strategic fit: We have long claimed that Teleport is the best CLEC because it is the largest in terms of scale and scope in the largest U.S. telecommunications markets, it is the oldest CLEC with the most experienced management team, as well as owning nationwide 38 GHz spectrum to increase its coverage density in the local markets. AT&T's network goes everywhere, and AT&T will be able to immediately benefit in each of TCG's markets, primarily in terms of access charges and local transport.[9]
- We believe this was the best strategic move that AT&T has done in over a decade. This is the best way for AT&T to jump start its way into the local business market.[10]

AT&T Announced Projected Savings from TCG Merger

(EBIT in $M)	1999	2002
Network*	**$500-800**	**$1,100-1,200**
SG&A	$250-300	$300-400
Revenue	$350-400	$800-900
Total	$1,100-1,500	$2,200-2,500
* defined as switched access, special access, switch deployment, Internet and LD savings		

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[7] Solomon Smith Barney, Grubman/McMahon, January 9, 1998. Similarly, regardless of the impact of AT&T's proposed merger with TCI, AT&T's purchase of TCG is expected to result in $1.1 to $1.5 billion in synergy savings in 1999, of which more than half are expected to be network access savings. "AT&T Company Update," Prudential Securities (Jan. 21, 1998).

[8] UBS Securities, Linda Meltzer, January 9, 1998.

[9] Donaldson, Lufkin &Jenrette, Timothy N. Weller, January 9, 1998.

The reduction in ILEC access charges required to achieve this level of cost reduction is subject to different interpretation, but most analysts suggest that AT&T's reporting of Network savings were simply reductions in payments to ILECs. According to Prudential Securities, AT&T's purchase of TCG is expected to result in $1.1 to $1.5 billion in synergy savings in 1999, of which more than half are expected to be network access savings ("AT&T Company Update," Prudential Securities, January 21, 1998). This represents up to a 12% reduction in AT&T's total access charges, estimated at $12B nationally.

AT&T's Strategy

AT&T has publicly stated that it has moved a large portion of its total dedicated access to CAPs. Bell Atlantic has already experienced losses, as AT&T implements its planned moves to targeted CAPs. These moves were made for strategic and economic reasons. Earlier, AT&T announced plans to move special access services in the Bell Atlantic region to e.spire (ACSI), Time Warner, Hyperion, Brooks and TCG. AT&T has moved facilities to these competitors for several years. AT&T plans to continue to substitute TCG, and other CAP/CLEC, facilities for Bell Atlantic special access, interoffice direct trunk transport, serving wire center entrance facilities to AT&T's POPs, and tandem switching and transport. Additionally, AT&T will move to avoid switched access charges associated with end users as it wins local service customers.

AT&T Digital Link Service

AT&T's Digital Link service appeared to be the first step in AT&T's plans to use what it called "the 4E Solution" for the provision of local exchange services to business customers. The 4E solution enables AT&T to provide dial tone services through its upgraded switches at its POPs and bypass the ILECs.

Digital Link service allows medium and large business customers with PBXs to use their existing dedicated access to AT&T's network for local and long distance calling. The initial version in 1997 enabled its business customers to place only outbound calls over Digital Link service. The outbound service is now available in 49 states, and AT&T has made inbound services available in four states, three of which are in the Bell Atlantic area; namely: New York, New Jersey, Connecticut and California. AT&T intends to add inbound capabilities in Massachusetts, Pennsylvania, Virginia, Florida, Georgia, North Carolina, Tennessee, and Texas.

With Digital Link, AT&T offers single point of contact for billing and service questions; calls are aggregated, billed and discounted as part of customer long-distance contracts, helping customers earn greater volume discounts; and, all calls are covered by the network management features that its customers enjoy on AT&T long distance services.

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[10] Solomon Smith Barney, Grubman/McMahon, January 9, 1998.

With its acquisition of TCG, AT&T obtained an expanded business customer base and can use TCG facilities to further bypass Bell Atlantic.

Summary of Cities/Areas where AT&T/TCG services are offered
(Source: New Paradigm Resources Group, 1998 Report on Local Telecommunications Competition)

State/City	Location	Comments
Delaware		
Wilmington, DE	**TCG:** Office at Delaware Valley, 630 Freedon Business Center, Suite 200, King of Prussia, PA 19406	Through its 1997 acquisition of Eastern TeleLogic Corporation, the Philadelphia region's largest CAP, TCG now serves Philadelphia, Camden, NJ, and Wilmington, DE, with local voice, video and data services via its 525 route miles of fiber optic network. The voice switch is a Nortel DMS-500, and a Cascade 9000 is deployed for data. In addition to receiving CLEC authorization from Pennsylvania in 1995, TCG's Delaware Valley operation received CLEC status by Delaware in 1997.

State/City	Location	Comments
Maryland		
Baltimore	**TCG:** Office at 25 Charles St., Suite 2000, Baltimore Md 21201	TCG's 400 route mile SONET network spans the metropolitan Baltimore area offering competitive local phone services via its sophisticated digital switch. The network started operations in 1994. TCG received CLEC authorization in MD in 1994 and in Washington, D.C. in 1996.
Washington, D.C. Metro Area	**TCG:** Office at 1331 F St. N.W., Suite 200, Washington, D.C. 20004	TCG's network stretches from southern Maryland, through northern Virginia, and throughout D.C. TCG has one Class 5 switch providing services. The network started operations in 1996.

Massachusetts		
Boston	**TCG:** Office at 10 High St., 2nd Floor, Boston, MA 02110 **ACC:** Office at 1661 Worchester Rd., Suite 403, Framington, MA 01701	Started in 1987, the Boston network reaches over 450 miles and runs throughout Norfolk, Essex, Suffolk, and Worcester counties providing voice, video, and data services via two digital switches located in Marlboro and Boston. TCG received CLEC authority in Massachusetts in 1988. ACC began service in January 1996. ACC currently provides service to 1,500 access lines through one 5ESS switch.
Springfield (MA)		ACC began operations in October 1997 by selling services to colleges, universities and commercial subscribers via a Lucent 5ESS switch.
New Jersey		
New Jersey	**TCG:** Office at 275 Old New Brunswick Rd., Piscataway, NJ 08854	Operational since 1993. Offers services to businesses throughout Bergen, Passaic, Union, Hudson, Somerset, Middlesex, Mercer, Morris, Essex, and Monmouth counties via a 634 route mile fiber optic network. TCG received CLEC authorization in New Jersey in 1996.

New York		
Albany	**ACC:** Office at 1 Commerce Plaza, Albany, NY 12260	ACC began service in Albany in January 1996. The company serves 700 access lines via one 5ESS switch.
Buffalo	**ACC:** Office at 69 Delaware Avenue, Buffalo, NY 14202	ACC began service in Buffalo in January 1996. ACC currently provides service to 1,500 access lines through one 5ESS switch.
New York City	**TCG:** Office at One World Trade Center, Suite 5121, New York, NY 10048	TCG New York is its flagship network, running 580 route miles, and serving customers throughout the greater metropolitan area, including Long Island, White Plains, northern New Jersey and Manhattan. The six switches serving this area include 3 Lucent 5ESS central office switches, 2 Siemens switches, and a System 85 adjunct switch.
	ACC: Office at 32 Old Slip, Financial Square, New York, NY	ACC began service in New York City in July 1997. ACC serves access lines through a 5ESS local switch and provides long distance services through a DSC DEX 600 switch.
Syracuse	**ACC:** Office at 109 South Warren Street, Syracuse, NY 13202.	ACC began service in 1994. It currently serves 1,700 access lines with a 5ESS switch.

Pennsylvania		
Philadelphia	**TCG:** Office at Delaware Valley, 630 Freedon Business Center, Suite 200, King of Prussia, PA 19406	Acquired Eastern TeleLogic Corporation, the Philadelphia region's largest CAP. TCG serves Philadelphia, Camden, NJ, and Wilmington, DE, with local voice, video and data services via its 525 route miles of fiber. A Nortel DMS-500 voice switch, and a Cascade 9000 is deployed for data. In addition to receiving CLEC authorization in 1995, TCG's Delaware Valley operation received CLEC status in Delaware in 1997.
Pittsburgh	**TCG:** Office at 2500 Allegheny Center Office Concourse, Pittsburgh, PA 15212	TCG entered the Pittsburgh area in 1994. The network expanded to over 360 route miles, serving Allegheny County.

Rhode Island		
Providence	**TCG:** Office at 275 Promenade St., Suite 200, Providence, RI 02908	TCG entered Providence in 1994, offering dedicated private line service to businesses. In 1996, TCG received CLEC authorization. TCG has 115 miles of fiber serving greater Providence, Fall River and Warwick.

Virginia		
Washington, D.C. Metro Area	**TCG:** Office at 1331 F St. N.W., Suite 200, Washington, D.C. 20004	Operational since 1996, the TCG network stretches from southern Maryland, through northern Virginia, and throughout D.C. TCG has one Class 5 switch providing services.
Washington, D.C.		
Washington, D.C.	**TCG:** Office at 1331 F St. N.W., Suite 200, Washington, D.C. 20004	Operational since 1996, the TCG network stretches from southern Maryland, through northern Virginia, and throughout D.C. TCG has one Class 5 switch providing services.

AT&T/TCG Products/Services[11]

TCG's family of switched services provides customers with local calling capabilities and connections to their interexchange carriers. These services include PrimeNBX, PrimeXpress, PrimePath, PrimeOne, PrimePlus, and PrimePlex. TCG's data services offer customers a variety of advanced high-speed data communications options. Customers can choose from LAN, MAN, WAN services based on ATM and SONET backbones.

These services include the following:

Teleport Private Lines - all digital data speeds, manual or auto ring down, 2 or 4 wire voice grade, foreign exchange circuits

Teleport DS0 - bandwidth available from 2.4 kbps to 64 kbps

Teleport Fractional DS1 - bandwidth available in multiples of 56 or 64 kbps

OmniLink/OmniRing DS1 - standard digital interface and transport at 1.544 Mbps

OmniLink/OmniRing DS3 - standard digital interface and transport at 45 Mbps

Teleport DS-1E - E-1 service at the European standard "T-1" rate of 2.048 Mbps

OmniLink/OmniRing Sonet Services - OpticalCarrier Services available at OC3, OC3C, OC12, OC12C, OC48 on ring technology between customer location and TCG nodes. Faults are switched in less than 50 milliseconds.

OmniStream Optical Carrier Services - OC48 on ring technology between customer location and TCG nodes.

Teleport TeleXpress Service - DID and/or DOD services at the DS0 or DS 1 rate for local and long distance connections.

LANLINK - LAN to LAN connectivity at native speeds of 4, 10, & 16 Mbps for Ethernet and Token Ring applications

TCG Centrex Service - Centrex service over the quality TCG fiber optic network. Services include all common features and customized national billing packages.

Usage Services - Extended area toll service, Regional calling plans, ISDN (BRI, PRI), IXC switched access

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[11] 1997 Faulkner Information Services.

TCG Prime Distance - A long distance usage service using TCG facilities on-net and Frontier as the underlying carrier off net

Public Communications - Payphones and card operated phones at major New York airports, NY Port Authority Locations, Harvard University, and Phoenix, Arizona Airport

Video Services - Short haul video, Long haul video, Multi point video

Facility Management - Custom Network Construction, Private Network Operation and Maintenance

AT&T **TCG**®

AT&T Completes TCG merger;
TCG Now Core of AT&T Local Services Network Unit.
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Enhanced Data Services   Products and Services

TCG's extensive portfolio of fully managed Data services are designed to address a wide variety of networking needs. Not only can TCG furnish solutions for your data networking needs today, but TCG can also provide you a graceful migration path to new broadband networking solutions for the future. After assessing the total cost of ownership, TCG's data solutions offer more scalable and fault-tolerant solutions at a lower aggregate cost than compared to building your own dedicated data network.

These competitively priced services are provided over highly reliable, state-of-the-art ATM and fiber optic networks.

TCG's complete set of Data Services include:

- OmniLAN<u>sm</u> - Transparent LAN Services
- OmniStream<u>sm</u> ATM - Native ATM Services
- OmniStream<u>sm</u> Frame Relay - Enhanced Frame Relay Services

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  Switched Services
▶ Enhanced Data Services
  Wireless Services
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AT&T Completes TCG merger;
TCG Now Core of AT&T Local Services Network Unit.
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OmniLAN^sm Services

Enhanced Data Services

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TCG's Portfolio of Transparent LAN Services

**INVESTOR
RELATIONS**

TCG's OmniLAN services offer you high speed connectivity options to interconnect LANs at speeds greater than typical private-line solutions found today. These services allow you to seamlessly interconnect LANs in different locations at native LAN rates, offering you a significant increase in performance and throughput over your existing wide-area connections.

MEDIA

Since TCG's OmniLAN services are provisioned over TCG's state-of-the-art ATM network, they are specifically designed to protect your existing investments in LAN technologies while offering you the full benefits of advanced broadband solutions. Consequently, you obtain a high performance turnkey solution that also offers a graceful migration path to new broadband services. Available nationwide, TCG's OmniLAN services support the full suite of LAN protocols:

**REGULATORY
ISSUES**

**PRODUCTS &
SERVICES**
The TCG Difference
TCG Product Line

- Ethernet
- Fast Ethernet
- Token Ring
- FDDI

Private Line Services

Switched Services

Enhanced Data Services

▶ OmniLAN

OmniStream ATM

OmniStream Frame Relay

Wireless Services

What Makes Us Special

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AT&T   **TCG®**

OmniLAN^{sm} Services   Enhanced Data Services

LAN-to-LAN Connectivity Solutions to Meet Your Needs Today-- and Tomorrow

Your enterprise is increasingly using more bandwidth-intensive applications. However, the effectiveness of these applications can be severely degraded if your wide-area network does not have the performance and reliability to support the increased bandwidth requirements. TCG's OmniLAN services offer a more cost-effective and robust alternative to leasing larger private-lines.

TCG's OmniLAN services allow you to seamlessly interconnect separate LANs up to the full line rate of the LAN protocol, significantly increasing the performance of your business applications. Included as part of the service, TCG provides specific customer premise equipment which minimizes the need to make major changes to your existing network and eliminates the need for new capital expenditures.

To satisfy the full range of customers' current and evolving bandwidth requirements, TCG's OmniLAN services support all major LAN protocols:

LAN Protocol	Throughput
• Ethernet	to 10 Mbp
• Fast Ethernet	to 100 Mbps
• Fiber Distributed Data Interchange (FDDI)	to 100 Mbps
• Token Ring	to 16 Mbps

TCG allows you to subscribe to a bandwidth commitment based on your needs, allowing you to select the most appropriate solution for today while offering you the flexibility to change your subscription level as your needs change. Using TCG's OmniLAN services, you can deliver your LAN traffic at the highest speeds possible, making it appear that a LAN segment across town is as close as the one on the next floor. Since equipment is included as part of the service, it eliminates the need for you to purchase, install and maintain costly internetworking equipment such as bridges, routers and switches.

Customer Benefits

Platform Independence:
TCG has a rigorous process for testing and evaluating equipment to meet TCG's highest standards for performance, reliability and quality. TCG has strong relationships with the leading internetworking vendors and utilizes equipment that best meets the requirements for each customer's network. Since TCG's OmniLAN Service is a fully managed turnkey solution, you incur no risk of technology obsolescence.

Service Interface at Customer Site:
Unlike other providers of Transparent LAN services, TCG provides and maintains all necessary equipment at the customer's site. This managed turnkey solution minimizes any new capital investments, protects against risks in new technology, and preserves existing technology investments already made.

Mainframe
Computer
Center
ATM-TDM Bridge
Front End Processor

Server Server Server
FDDI Ring
Server Server
ATM-TDM Bridge
Client/Server Farm

TCG

Customer Location #1
ATM-TDM Bridge

Customer Location #2
ATM-TDM Bridge

ATM-TDM Bridge
Customer Location #3
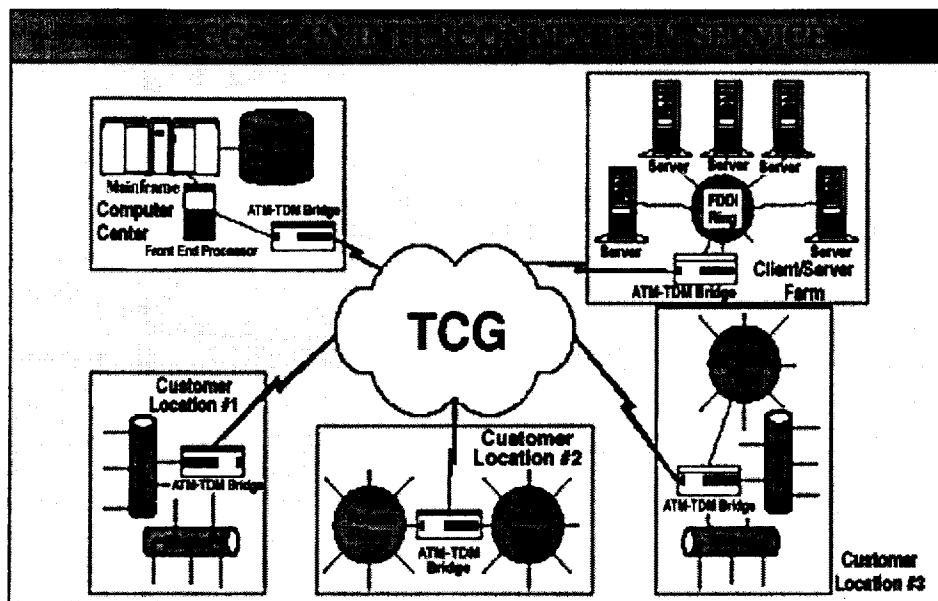
Migration Path:

TCG's OmniLAN services are provisioned over TCG's state-of-the-art ATM network. As such, TCG has designed the service in such a way that ATM is transparent to the your application but that it still takes advantage of the quality of service and performance benefits offered by ATM. Due to this design, TCG offers you a graceful migration to higher performance broadband solutions as your networking requirements evolve.

Improved Performance:

TCG's OmniLAN services allow you to interconnect your LANs at their full native rate resulting in greater throughput and a significant improvement in the overall performance of your network.

Around-the-Clock Monitoring:

TCG's dedicated Data Network Management Centers work together to proactively monitor all network elements, including customer premise equipment, 24 hours a day seven days a week. TCG's service quality metrics consistently lead the industry in network availability and resiliency. For those customers who want to further minimize the potential risk of outages, TCG provides a variety of redundancy and diversity options which result in the highest fault-tolerant solutions possible.

Nationwide Availability:

In contrast to other local providers, TCG has a presence in over 65 markets across the United States. Customers are assured of TCG's consistently high quality service regardless of the geographic location of their needs.

Cost Effectiveness:

TCG's OmniLAN services are designed to be scalable and allow you to pay for the bandwidth that you actually need. This "pay for what you need" concept not only provides a cost-effective solution for your current requirements but also offers you flexibility to accommodate your future bandwidth needs.

About TCG

Teleport Communications Group (TCG) is an all service, all distance telecommunications provider offering one stop shopping for local, Internet and long distance service. TCG's fiber optic network currently serves major markets from coast-to-coast. Since 1985, TCG has pioneered advances in enhanced local voice, data and image communications. Diversity, quality, reliability, responsive service, advanced technology and comprehensive service offerings--all at competitive rates-good reasons why businesses from coast-to-coast trust TCG with their vital local communications.

AT&T **TCG**®

AT&T Completes TCG merger;
TCG Now Core of AT&T Local Services Network Unit.
Read More.

OmniStream℠ ATM Services   Enhanced Data Services

TCG's ATM Transport Services

This set of ATM transport services are designed for those of you who require the performance, quality of service (QoS) and scalability benefits offered by ATM. TCG's OmniStream ATM services are intended for those customers who have made a commitment to ATM as a WAN technology and require a public ATM network to interconnect different locations. Available nationwide, TCG's ATM user-to-network interface (UNI) services support variable bit rate (VBR), constant bit rate (CBR) and unspecified bit rate (UBR) classes of service at the following port speeds:

• DS-1 •	• DS-3	45 Mbps
	• OC-3c	1.544 Mbps 155 Mbps
	• OC-12c	622 Mbps

TCG's OmniStream service allows you the flexibility of a "pay for what you need" plan whereby you can subscribe to a specific bandwidth commitment ranging from 1 to 622 Mbps while providing you the capability to "burst" above the committed level when bandwidth is available.

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   Switched Services
   Enhanced Data Services
     OmniLAN
   ► OmniStream ATM
     OmniStream Frame Relay
   Wireless Services
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![AT&T logo] **AT&T** **TCG®**

AT&T Completes TCG merger;
TCG Now Core of AT&T Local Services Network Unit.
Read More.

OmniStream℠ ATM Services Enhanced Data Services

TCG's OmniStream ATM services offer you advanced high-speed connectivity for the end-to-end transport of bandwidth-intensive applications, ranging from today's legacy network traffic to emerging applications such as Intranets, telemedicine, video-conferencing and other multimedia-based services. TCG's OmniStream services portfolio is based on state-of-the-art ATM switching architecture that offers unparalled price/performance, Quality of Service (QoS) guarantees for different types of applications, and network scalability to accommodate changing business requirements.

TCG's OmniStream ATM services are well suited for those of you whose bandwidth requirements have exceeded traditional LAN environments such as Ethernet and Token Ring networks, who are looking to integrate their data, video and voice networks, and whose collapsed backbone networks have been or are being upgraded to higher speed protocols. TCG's OmniStream services allow you to connect your high-speed backbone networks via ATM UNI connections at port speeds of 1.544 Mbps (DS-1), 45 Mbps (DS-3), 155 Mbps (OC-3c), and 622 Mbps (OC-12c).

TCG's OmniStream ATM services offer guaranteed bandwidth based on the committed information rate (CIR) requested. TCG can provision multiple PVCs with specific QoS guarantees on a single UNI up to the capacity of the port speed. TCG allows you to utilize bandwidth in excess of the guaranteed rate, if available, at no additional charge. To support a variety of applications, TCG supports both virtual path (VP) and virtual channel (VC) switching.
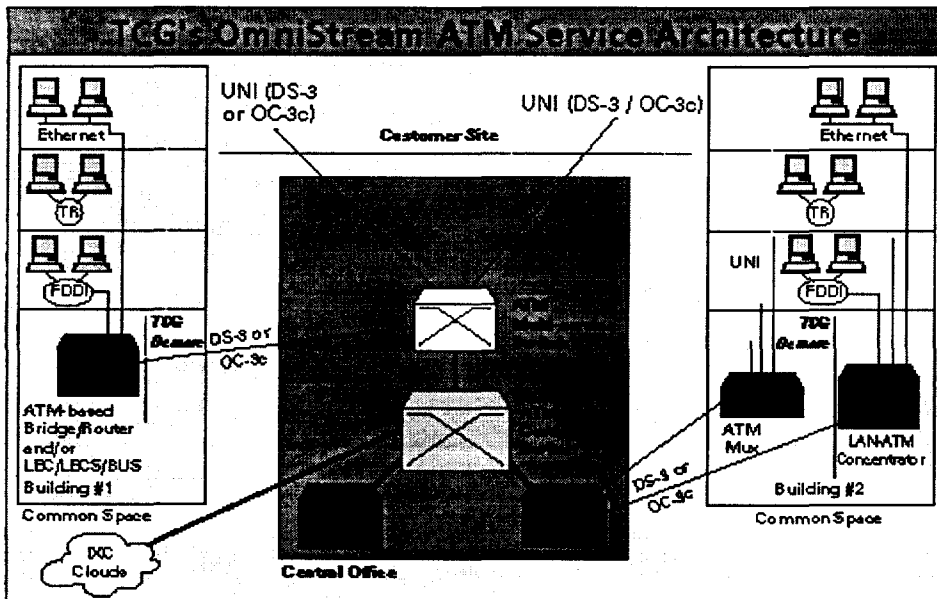
Customer Benefits

State-of-the-Art Platforms:
TCG has a rigorous process for testing and evaluating equipment to meet TCG's highest standards for performance, reliability and quality. TCG has strong relationships with the leading internetworking vendors and utilizes equipment that best meets the requirements for each customer's network.

Architecture:
State-of-the-art ATM switches in concert with a robust fiber-based SONET infrastructure are used to deliver TCG's OmniStream ATM Services. These services can be supported on DS-1, DS-3, OC-3c and OC-12c facilities. Core Switches are used to directly provide ATM UNI connections to the customers' premise equipment.

Improved Performance:
TCG's OmniStream ATM services provid bandwidth ranging from 1 Mbps to 622 Mbps resulting in greater throughput for your bandwidth-intensive applications and a significant

improvement in the overall performance of your network.

Personnel:
TCG's staff, who have extensive experience and expertise in designing, provisioning and managing sophisticated broadband networks, are also experienced in the use of advanced network diagnostic tools to quickly isolate and resolve problems. TCG's staff bring prior experience from both the public and private sector and are particularly sensitive to the uncompromising standards today's users require for performance, uptime and stability of corporate networks.

Around-the-Clock Monitoring:
TCG proactively monitors all of its services 24 hours per day, seven days a week via its state-of-the-art Network Management Centers. TCG performs fault management, such as alarm correlation, trouble isolation and remote diagnostics, along with configuration management and performance management functions. TCG's service quality metrics consistently lead the industry in network availability and resiliency. For those customers who want to further minimize the potential risk of outages, TCG provides a variety of redundancy and diversity options which result in the highest fault-tolerant solutions possible.

Nationwide Availability:
In contrast to other local providers, TCG has a presence in over 65 markets across the United States. Customers are assured of TCG's consistently high quality service regardless of the geographic location of their needs.

Cost Effectiveness:
TCG's OmniStream Services enable you to pay for the bandwidth that you actually need. This "pay for what you need" concept not only provides a cost-effective solution for your current requirements but also offers you flexibility to accommodate your future bandwidth needs.

About TCG®

Teleport Communications Group (TCG) is an all service, all distance telecommunications provider offering one stop shopping for local, Internet and long distance. TCG's fiber optic network currently serves major markets from coast-to-coast. Since 1985, TCG has pioneered advances in enhanced local voice, data and image communications. Diversity, quality, reliability, responsive service, advanced technology and comprehensive service offerings--all at competitive rates-- good reasons why businesses from coast-to-coast trust TCG with their vital local telecommunications.

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AT&T   **TCG®**

AT&T Completes TCG merger;
TCG Now Core of AT&T Local Services Network Unit.
Read More.

OmniStream℠ Frame Relay   Enhanced Data Services

TCG's OmniStream Frame Relay service offers cost-effective, high-speed connectivity between remotely distributed computing resources and LANs. It is designed to support those of you who need quality performance data solutions for such applications as distributed database access, document transfer and electronic mail and anticipate higher application bandwidth requirements in the future. You gain a highly reliable and fast network infrastructure with TCG's OmniStream Frame Relay service due to its core ATM-based platform. Using logical permanent virtual connections (PVCs), TCG can design the network for point-to-point or point-to-multipoint connections.

TCG delivers value to you by offering fully managed, flexible service options:

Native Frame Relay - TCG delivers a Frame Relay user-to-network interface (UNI) transport facility up to 1.544Mbps port speed.

Managed Frame Relay - TCG offers a true end-to-end solution by installing, configuring and maintaining the customer premise equipment as well as the network facility. The customer premise equipment converts legacy LAN traffic into Frame Relay frames which are quickly transported across TCG's backbone. The frames are reconverted at the receiving location providing a seamless interconnection to the user.

Frame Relay to ATM Interworking - Unlike other providers, TCG provides customers the ability to interconnect Frame Relay locations with ATM locations.

View Fact Sheet on the Product (HTML)
Sorry, PDF version is not yet available.

AT&T **TCG**®

OmniStream℠Frame Relay   Enhanced Data Services

To meet the demand for cost-effective, high-speed connectivity between remotely distributed computing resources and local area networks (LANs), TCG offers OmniStream Frame Relay — a turn-key Frame Relay service that leverages TCG's existing competencies in higher performance broadband solutions.

A fully-managed service, TCG's OmniStream Frame Relay service is designed to support business communities that are deploying applications such as distributed database access, document transfer and electronic mail which require high quality performance data solutions up to 1.544Mbps. Based upon a core broadband switching platform, TCG's Frame Relay service provides LAN-to-LAN connectivity and a graceful migration to higher performance broadband solutions.

Fully-Managed, Flexible Service Options:

- **Native Frame Relay UNI Services**
  TCG installs and manages your Frame Relay network connection up to the CSU/DSU.
- **Managed Frame Relay Services**
  TCG provisions, configures and manages up to and including the Frame Relay premise device (FRAD), typically a router with an Ethernet or Token Ring port.
- **Frame Relay-to-ATM Service Interworking**
  Connects lower speed Frame Relay sites to higher speed ATM sites via TCG's Frame Relay and ATM network.

Customer Benefits:
With TCG's OmniStream Frame Relay service, you will realize:

- Reduced Internetworking Costs
- Increased Performance with Reduced Network Complexity
- Improved Network Reliability
- Fully Managed End-to-End Solution
- Flexible Bandwidth Management for Rapidly Changing Business Environment
- Graceful Migration Strategy to "Future Proof" broadband solutions

Frame Relay Technology:

Frame Relay, a wide-area networking technology supported by CCITT/ITU and ANSI standards, uses permanent virtual circuit (PVC) topology to provide a cost-effective way to combine a point-to-point, legacy network with router-based traffic. TCG's OmniStream Frame Relay service is protocol transparent and supports link layer protocols such as Ethernet & Token Ring along with layer 3 protocols such as TCP/IP, XNS, IPX and DECnet.

TCG's OmniStream Frame Relay service is a connection oriented service based on permanent virtual connections (PVCs). PVCs make it possible for a single physical link to be divided into multiple logical connections, which are set up at the time the service is established. These "logical connections" provide source and destination end-points in the network. The network can be designed to use PVCs for point-to-point or point-to-multipoint connections.

OmniStream Frame Relay Features:

- Port speeds of 1.544 Mbps and CIR commitments at T-1 or less
- Dynamic bandwidth allocation to meet shifts in data application requirements.
- Scalability through PVC mesh connectivity.
- The ability to burst above the CIR lowers response times and improves throughput
- Round the clock management and monitoring of the network.
- Quality service and support from TCG personnel.

Network Management:
TCG proactively monitors and manages all of its data services 24 hours per day, seven days per week via its state-of-the-art Network Management Center (NMC). Using a sophisticated set of third party and custom network management tools TCG provides:

- Fault Management
- Trouble Isolation
- Remote Diagnostics
- Configuration Management
- Performance Utilization Reporting

Quality Service from TCG Personnel:
TCG's engineering, field operations, and network management staff offer you the highest quality service:

- Extensive experience and expertise in designing, provisioning and managing sophisticated high-speed networks.
- Industry leader in providing a superior level of performance and network availability.
- Quick isolation and resolution of network problems.

Nationwide Availability:
In contrast to other local providers, TCG has a presence in over 65 markets across the United States. Customers are assured of TCG's consistently high quality service regardless of their geographic location.

About TCG®

Teleport Communications Group (TCG) is an all service, all distance telecommunications provider offering one stop shopping for local, Internet and long distance service. TCG's fiber optic network currently serves major markets from coast-to-coast. Since 1985, TCG has pioneered advances in enhanced local voice, date and image communications. Diversity, quality, reliability, responsive service, advanced technology and comprehensive service offerings - all at competitive rates - good reasons why businesses from coast-to-coast trust TCG with their vital telecommunications.

For more information, call us at 1-800-889-4TCG.

AT&T **TCG**

AT&T Completes TCG merger;
TCG Now Core of AT&T Local Services Network Unit.
Read More.

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AT&T Completes TCG Merger;
TCG Now Core of AT&T Local Services Network Unit

Merger Speeds AT&T's Progress in Business Local Service Market

For Immediate Release: Thursday, July 23, 1998

NEW YORK — AT&T today announced that it has completed its much-anticipated merger with Teleport Communications Group (TCG.) Based on AT&T's recent stock price, the all-stock transaction is valued at $11 billion.

Effective immediately, AT&T is incorporating all TCG's current services into its offers for businesses nationwide. Also, in market tests the two companies began in March, AT&T is offering integrated "any distance" service to businesses here and in Chicago, Houston, Boston, Milwaukee and Fort Lauderdale, Fla.

"Completion of this merger accelerates our entry into the $21 billion business local service market because we're reducing our dependence on the Bell companies for direct connections to businesses," said AT&T Chairman C. Michael Armstrong. This merger is a significant step in AT&T's efforts to bring competition to the local services marketplace. "We're giving customers simplicity, convenience and choice. It's one-stop shopping for local and long-distance services, just for starters," he said.

INTEGRATED SERVICES FOR BUSINESSES

TCG's services enhance AT&T's ability to provide integrated end-to-end services for large and small business customers. AT&T will offer single points of contact for local and long-distance services and customer care, enterprise solutions for businesses with multiple locations, volume discounts across services and an integrated bill for customers who want it. The company plans to roll out offers in 34 more markets this year; by early next year, AT&T plans to integrate local service into its business offers throughout 66 of TCG's markets.

The company said it will expand market trials and develop them into customer offers once the provisioning and servicing infrastructure has been thoroughly tested and provides the quality of service that customers expect from AT&T.

TCG's network infrastructure also helps the company add toll-free calling capabilities to AT&T Digital Link, a local service for businesses with dedicated digital connections to the AT&T network. Introduced as an outbound local service in 49 states last year, the service now also lets customers in California, Texas, New York, New Jersey, Florida, Georgia and Connecticut receive incoming calls using their existing phone numbers. AT&T plans to add inbound local calling in five more states this year and more in 1999.

The company said it also plans to move aggressively to add Internet access and wireless service to its end-to-end offer. The merger, combining AT&T's Internet Protocol (IP) business with CERFNet, TCG's Internet unit, makes AT&T one of the top 10 Internet service providers for businesses. AT&T plans to offer businesses a full range of Internet solutions through an expanded line of services over an even more powerful, higher-speed IP backbone network. (Note to editors: See sidebar.)

"TCG has more fiber route miles and serves more businesses in more cities than any other competitive local services company," Armstrong said. "The strategic value of this merger, combined with other initiatives we are undertaking -- including our planned merger with TCI -- positions AT&T for growth and undisputed leadership in three of the fastest growing segments of the communications services industry – consumer, business and wholesale networking services."

TCG, with more than 10,000 miles of fiber optic cable and 50 local switches, is the nation's premier provider of competitive communications services. Its network encompasses more

than 300 communities from coast to coast. Armstrong said AT&T also pledges to devote substantial resources to continue the building of facilities in critical markets. AT&T and TCG expect to add 10 to 12 markets a year, he said.

Robert Annunziata, the chairman and CEO of TCG, who founded the company in 1983, reflecting on TCG's role as a communications industry catalyst, said, "Once again TCG finds itself in a position to accelerate further transformation of our industry, by merging with AT&T. I believe the marriage of these two companies will bring competitive prices, star quality and superior service to the broadest business market in the shortest possible time."

TCG becomes AT&T's local services network group; Annunziata will be an executive vice president of AT&T and lead the new unit. TCG's salesforce is beginning now to integrate with AT&T's business markets salesforce.

SPECIFICS OF THE DEAL

The merger will be accomplished through a tax-free exchange of stock to holders of TCG shares, who will receive .943 of an AT&T share for each share of TCG stock. The total number of AT&T shares will be rounded down to the nearest whole number; however, TCG shareholders will receive a cash payment for any remaining fraction. Cash payments will be recognized for federal income tax purposes. AT&T will issue about 188 million shares to complete the merger.

AT&T reaffirmed its earnings-per-share targets for 1998 of between $3.35 and $3.45, including slight dilution from the TCG deal, which the company previously estimated at $.30 per share for issuing additional shares and for one-time, merger-related expenses. It also reconfirmed that it expects the merger to begin contributing to positive earnings in 1999.

The deal was finalized today with the filing of a certificate for merger with the office of the Delaware Secretary of State. The final hurdle of the merger was passed today, when the Federal Communications Commission approved a transfer of federal licenses held by TCG to AT&T.

All necessary approvals for the merger have been obtained from the U.S. Department of Justice, state regulators and TCG shareowners. The boards of the two companies approved the merger when it was proposed in January 1998.

COMPANY OVERVIEWS

TCG had 1997 revenues of $494 million, assets of $2.456 billion and long-term debt of $1.054 billion, as of March 30, 1998.

AT&T had 1997 revenues from continuing operations of $51.3 billion. As of June 30, 1998, AT&T had assets of $57.4 billion and long-term debt of $6.0 billion. AT&T is the world's premier voice and data communications company, serving more than 80 million customers. It runs the world's largest, most powerful long distance network and the largest wireless network in North America. Its world headquarters is here. The company has about 3.5 million shareowners and 119,000 employees.

Business customers interested in AT&T local service or one of the new integrated service bundles should call AT&T at 1-888-234-0449 for more information or visit the company's website at www.att.com/local.

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MERGER EXPANDS AT&T BUSINESS INTERNET SERVICES

AND ENHANCES AT&T INTERNET PROTOCOL BACKBONE

The conclusion of the AT&T/TCG merger means that business Internet customers can look for new services and enhancements to AT&T's Internet backbone as a result of the combination of AT&T's Networked Commerce Services and TCG's Internet Service division, TCG CERFnet.

"By leveraging the strengths of these two industry leaders, we can offer businesses a full range of Internet solutions over a powerful IP backbone," said Kathleen Earley, vice president of AT&T's Networked Commerce Services. "We've wasted no time in assembling forces. Our sales teams are already bundling services from both companies to provide businesses with end-to-end solutions, pursuant to contractual arrangements."

AT&T's new IP-based services include Dedicated Web Hosting Service, which is available as a customizable solution or prepackaged on a server, and metered T1 and T3 Managed Internet Services, which deliver "as needed" bandwidth for a cost-effective alternative to leasing dedicated T1 or T3 lines.

With the close of the merger, AT&T will quickly integrate its network with CERFnet's. By the first quarter of next year, the backbone of the combined networks are planned to be upgraded from OC3 (Optical Carrier3) links that transmit data at speeds up to 155 megabits

per second to OC12 connections at 622 Mbps. "These upgrades will quadruple our traffic-handling capabilities and further enhance AT&T as a premier business Internet service provider," Earley added.

"Access to AT&T's global network extends the facilities-based approach to providing reliable robust Internet services that CERFnet embarked on two years ago," said Pushpendra Mohta, CERFnet vice president. "With the network assets of TCG and AT&T Corp., customers can look forward to a full suite of exciting new services."

Dedicated Web Hosting Service

Available immediately, the new Dedicated Web Hosting Service helps round out AT&T's line of Web-hosting offerings that includes AT&T Easy World Wide Web® Service and AT&T Enhanced Web Development Package. These shared hosting services were launched in 1995 and today host more than 9,000 Web sites.

Businesses will be able to combine AT&T Dedicated Web Hosting Service with AT&T SecureBuy^{SM} transaction services and AT&T interactiveAnswers^{SM} "click to call" services to create complete electronic commerce applications. These efforts allow merchants to give their customers a choice in how they complete sales transactions, either by speaking to a customer service agent or by making purchases via a secure, Web-based transaction service.

Additionally, businesses can quickly build intranet and extranet applications by combining Dedicated Hosting Service with AT&T Internet access services, such as WorldNet Business Dial. AT&T's fully managed Dedicated Web Hosting Service includes:

- one or more dedicated UNIX or Windows NT servers
- multiple carrier-grade U.S. data centers with fully redundant network and power, spare parts and 24-hour monitoring and maintenance
- one-hop, high-speed connections to multiple network access points on an OC3/OC12 backbone network with private peering with many other U.S. T1 providers

Burstable T1 and T3 Managed Internet Services

For companies that don't require full-time high-speed Internet connectivity, AT&T is offering Burstable T1 and T3 Managed Internet Services. These services provide businesses with the flexibility to burst up to the full capacity of the transmission facility when additional bandwidth is needed. Features include:

- a metered price plan that ensures customers pay for sustained bandwidth usage only, rather than the full line rate
- flexibility to accommodate the temporary bandwidth requirements for higher performance applications

"As AT&T continues to double its IP network capacity every three months, this merger will add more resources even faster, " said Earley. "We're already working closely with TCG and CERFnet to support multiple grades of service, eliminate excessive router hops, and achieve Quality of Service assurances for real-time and bursty-data services and routing/signaling protocols."

# # #

For further information contact:

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888-762-9190 (pager)
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One connection.

AT&T Local Service for business...

AT&T LOCAL SERVICE

THE SERVICES

WHY AT&T LOCAL

NEWS & FAQ

CONTACT US

The Convenience

By choosing AT&T as your local service provider, you give your business the convenience, reliability and competitive pricing that only AT&T can provide. Consolidating your telecom needs also helps you streamline your operations. Click here to see why AT&T is the one local provider equipped to help you expand your business - through one single connection.

The Choice

Now, you have a real choice when it comes to local service for your business. AT&T offers you the option of either bundled or stand-alone local service. A bundled solution allows you to simply add local service to your existing AT&T calling plan, while a stand-alone solution lets you choose the services best for you. Either way, you'll be prepared to do business virtually anywhere.

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AT&T LOCAL SERVICE

THE SERVICES

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Choice

The Services*

Imagine if your local phone company actually helped you meet your business goals. Well, now it can. AT&T Local Service for business is here. The most trusted name in communications now expands to provide your business with superior local service. And not just providing local connections, but actually providing the kind of local service you need to grow your business.

* Contact your AT&T account team to see which services are available in your area.

So, which local service is right for your business?

Bundled Services:

▶ AT&T Digital Link

Bundled local service for AT&T long-distance customers.

AT&T Digital Link is a local service offered to customers that have a dedicated digital connection to AT&T facilities. AT&T Digital Link enables you to add local call capabilities to your existing AT&T calling plan and the same T1.5 digital connection you already use for long-distance.

▶ AT&T Seamless Link

Bundled local service for small and mid-sized businesses.

AT&T Seamless Link is a bundled offer that packages a number of switched features. This offer allows you to seamlessly bundle virtually all your calling services. Ideal for small and mid-sized businesses.

Stand-alone Services:

▶ AT&T Digital Link Prime

Stand-alone local and IntraLATA service for customers with dedicated T1.5 facilities.

AT&T Digital Link Prime is full-featured, stand-alone local service offered to customers that have a dedicated T1.5 digital connection. This service is ideal for businesses across mulitple locations with PBX service and heavy local calling patterns.

▶ AT&T Business Local Service

Stand-alone local service for long-distance AT&T customers with multiple locations.

AT&T Business Local Service is a full-featured, stand-alone switched local service designed for larger customers who already subscribe to an AT&T long-distance calling plan (such as SDN, OneNet, VTNS or UniPlan) that aggregates usage from multiple locations.

▶ IntraLATA Service

An essential part of your bundled and stand-alone service to handle local toll calls.

If your business makes local toll or IntraLATA (Local Access Transport Area) toll calls, these calls can add to your volume and term discounts. Local toll calls are an integral part of AT&T Local Service.

Fri., Oct. 9, 1998

The Convenience
Why AT&T Local Service

Now that you have a *real choice* in local service for your business see why AT&T can provide you the same level of superior service our long-distance customers have enjoyed for over a century. Be sure to click on our Success Stories to see how we have already helped our customers meet their business goals.

**Click here for
Success Stories**

Why is AT&T Local Service the best choice for businesses?

AT&T Local Service for business lets you choose what's best for your business.

- Our extensive portfolio of local service options allows you to select the offer that makes the most sense for your business goals.
- You can now leverage AT&T Local Service by integrating it into your existing AT&T calling plan OR select a stand-alone service that provides seamless local service across multiple locations.

AT&T Local Service for business allows you to simplify your network administration.

- Reduce the number of bills you have to manage by consolidating your local service with AT&T and enjoy a consistent local billing format for all your locations. Use the time saved in productivity to focus your staff on other areas that are critical to your business.

AT&T Local Service for business offers you a very competitive price.

- You can now leverage your buying power by aggregating your local usage with your AT&T long-distance usage.
  - Integrate into existing AT&T calling plans to have local usage retire commitments and ensure maximum volume discounts.
- Aggregate usage across multiple locations for volume and term discounts.
- Take advantage of very competitive market entry pricing and timing that is more specific than the Local Exchange Company (LEC) usually provides.

AT&T Local Service for business provides enhanced end-to-end solutions capabilities.

- By providing local service, AT&T is now able to offer you enhanced customer service and end-to-end solutions capabilities.
- From local to global, we'll provide you with the performance, quality, reliability and value you've come to expect from AT&T.
- We will continue to expand and enhance our local and end-to-end solutions portfolio so that you can take advantage of leading-edge networking solutions, including wireless, data and internet services.

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THE SERVICES

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Success Stories

Sentry Technology Corporation

Sentry Technology Corporation designs, manufactures, sells, installs and services a complete line of Closed Circuit TV surveillance systems.

What did Sentry Technology Corp. want to accomplish?

* Better utilize current infrastructure
* Correct reliability problems with existing DID circuits
* Consolidate billing
* Increase account support
* Reduce overall telecommunication costs

What were Sentry's concerns?

* New service
* Smooth transition and implementation
* Change of provider
* Quality and reliability of service
* Customer support

What was the AT&T solution?

AT&T Digital Link with inbound and outbound capability.

What was the result?

John A. DeMartino, Director of Information Technology for Sentry Technology Corporation, talks about his experience with AT&T Digital Link...

"We have been extremely pleased with the service from our AT&T Account Executive, who has been responsible for developing and maintaining our relationship since 1989. He is keenly aware of our business environment as well as with the problems in reliability and service we had with our existing local service.

After installing AT&T Digital Link including DID (Direct Inward Dial) service, all of our objectives were met and feel we are now getting more service for the dollar. The ability to do consolidated billing and discounting is a clear benefit for us.

With AT&T Digital Link, call connect time and line quality have significantly improved, correcting problems with our internal automated attendant/voice mail systems. The lines are clean, voice message quality is now clear and we no longer have the line dropouts we previously experienced. A single point of contact is extremely beneficial and efficient.

Over the years, AT&T has delivered as promised, met our expectations and satisfied our requirements. Adding AT&T Digital Link has saved us over 40% over the service we had before."

The NPD Group, Inc.

NPD offers businesses a full spectrum of marketing information options from industry tracking to custom solutions, on the Internet and around the world.

What did NPD want to accomplish?

* Reduce the amount of hardware
* Reliable two-way calling
* Consolidate billing
* Increase account support
* Reduce overall telecommunication costs

What were NPD's concerns?

- Limited space
- System outage
- Time considerations
- Business disruption
- Quality and reliability of service
- Customer support

What was the AT&T solution?

AT&T Digital Link with inbound and outbound capability.

What was the result?

Paul Saunders, Telecommunications Manager at The NPD Group, Inc. talks about his experience with AT&T Digital Link...

"The NPD Group first started using AT&T Digital Link in September 1997. It was a good decision because it made system installation and management easier. By putting in three T1's and having the ability to make both-way calls, we didn't have to worry about ground-start trunking.

When we decided to convert to AT&T Digital Link, we gave AT&T a short time frame in which to install it. We haven't had one minute of outage or one glitch since the service was installed. Previously, our clients would get ring, no answer, if an individual trunk was down. That doesn't happen with a T1. And if an entire T1 goes down, AT&T can get it back in service relatively fast.

The NPD Group's most important benefit is the ability to receive DID (Direct Inward Dial) calls and make outgoing calls on the same T1. In the past, I would have to provision separately for incoming and outgoing calls. Now, it requires less hardware, which takes up less real estate in my switch. This leaves room for further expansion.

It's nice having the single billing. We're showing significant savings each month and we expect it to increase even more soon. The calls count towards bigger discounts and gross volume usage. When I have a question, they bend over backwards to help. We recommend AT&T Digital Link to other customers."

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